

INFORMATION AND PROTOCOLS FOR VOLUNTEERS

Firstly, thank you for volunteering help. You will be playing a vital role in keeping support super-local and making sure that your neighbours in need have the peace of mind that they haven't been left on their own and that there are people out there who want to make sure that they are okay during their isolation.

So how can volunteers help?

We know that there will be people who live on our town who will have to self-isolate due to the measures in place to prevent the spread of Covid-19, or have contracted the disease. Whilst some people will have family and friends to rely on, we know that there are many people who live on their own and have no support network in place.

We have a structure in place which means that every household will have a leaflet through their door asking if they are on their own, have no support network and need help with running errands or are feeling lonely and would like someone to befriend them through a phone call or an email pen pal.

The volunteers role will be to find out from the Community Co-ordinator (each street/area has one) who needs some support and if it something you can help with, let them know. We expect most people will ask for the following:

- * Befriending
- * Posting letters
- * Shopping/groceries

I don't have transport and would struggle to do people's shopping. Can I still help?

Absolutely! You should never do something that you feel uncomfortable with and we would insist that you don't do anything that puts you at any risk of injury either.

Given the potential timeframes for isolation, we will almost certainly be needing a good bank of volunteers who are able to act as a befriender and have a friendly chat with those who are stuck indoors with little to no outside contact.

How do I contact the Community Co-ordinator and find out who needs help?

Each area will have it's own Facebook page where the co-ordinator will be posting any shout outs for help as-and-when they happen.

They may also have WhatsApp groups or another method for communicating with the volunteers.

If you are available to help, the Community Co-ordinator will contact you to let you know more details about the person (name, address, contact number, what they need help with).

Once I have said I will help and I have the details, what do I do?

The Community Co-ordinator will have gained consent from the person asking for help for their number to be shared with you.

You will then need to phone the person, introducing yourself as the local volunteer who has been assigned to help them.

Depending on what help they need, you'll need to establish a timeframe (i.e. I'll call you at 7pm when I have half an hour free and can have a chat, or I can drop your essentials to you by midday tomorrow).

PROTOCOLS FOR REQUIRED HELP

Making befriending calls

If you have been asked to make a befriending call please be ready to take down information if the person gives you information that needs to be passed on (for example, if they are having problems getting food or heating their home). Do let them know you will be passing this information on and that you or the Co-ordinator will get back to them. Most people will just want someone to talk to and may be frightened about the situation they are now in.

Points to remember:

- Let them know who you are at every call.
- Please remain calm and allow them to talk.
- Keep the conversation light and do not feed into fears they may be expressing
- If the person has medical or nursing needs - Please tell them to ring 111
- If the person has further social needs like needing shopping etc. please contact your Community Co-ordinator with the details.
- Do not offer to do shopping without reading the protocol below and letting your Community Co-ordinator know.

Posting Letters

When you phone the person make sure they have put postage on the letter they wish you to post and agree a time you will collect. Ask them to put it in a safe place which you can pick it up from (i.e. a box on their doorstep), check you know where this is. If they don't have a stamp, please ask them to leave enough coins (if possible) with the envelope. Pick it up at the time agreed. Phone them when you have completed the errand.

What happens if they need some shopping?

In the first instance you should see if it would be appropriate for them to place an order with a community business such as St. James' Dairy (01271 862727) who are able to take card payments over the phone and then deliver to them. The Co-ordinator will have a list of all the current businesses who will be able to do this.

How do we safely arrange payment?

If the person is unable to pay by card then follow these steps:

1. Ask them what items they need and make sure you repeat the list back to them.
2. You will need to buy the items – **NEVER ASK FOR CASH IN ADVANCE FROM THE PERSON NEEDING HELP**, however you can ask if they will have enough cash to reimburse you when you drop their goods off. If there is a problem with this then please do the following:
 - If they have no available cash or card to pre order then contact the Ilfracombe Town Council Team on 01271 855300 (Mon-Fri, 9am – 5pm) before buying the goods for approval.

- If it is outside of these hours a small shop with the maximum amount of £10 can be made at James's Dairy (with whom we have an agreement) and contact the Ilfracombe Town Council Team during working hours on the next working day.
- Please make sure that you retain the receipt and also make your Community Co-ordinator aware before you buy the goods.
- Ilfracombe Town Council will not be able to reimburse unless these steps are followed and a receipt is produced.

3. If they have said that they can pay you in cash, ring and let them know how much it costs and ask for the money to be put in an envelope ready for you to collect once they have received their goods.

4. When you are ready to drop their delivery off, give them call in advance to let them know that you are coming. When you arrive ring the doorbell, leave the goods on the doorstep and then take a few steps back from the doorway whilst they collect their items.

5. If they are paying you, make sure they leave the envelope with the cash in. Once the door has closed, collect the envelope. Check the payment and leave the receipt in the envelope at the doorway (or post through the letterbox).

6. Only keep the receipt if the payment is short or they say they are no longer able to pay you and let your Community Co-ordinator know ASAP.

Businesses we know can do home deliveries:

St James' Dairy – 01271 862727

Norman's Fruit and Veg (plus basics) – 01271 863105

Edd's Greengrocers (also bread) – 01271 855999

Tommy G (lunch runs) - 07765 790870

Lyn Bay (Chip Shop) – 01271 866850

Maddy's (Chip Shop) – 01271 863351

Pizza Pizza (Pizza!) – 01271 865555

Terrace Tapas (Spanish Tapas/Pizzas) – www.terracetapasbar.co.uk (delivery for self-isolating starting shortly)

Blue Lotus (burgers, salads, toasties) – 01271 267272

Emperors Court (Chinese) – 01271 863896

Relish (Spanish, Seafood, English and Pizzas) – 01271 863837

Nelly May's Parlour (lunches) – 01271 863877

The Thatched Inn (fish&chips or pie&mash) – 01271 864450

Pedlars (homeware) – 01271 863509

How the 'process' looks

A person needs some help so calls the Co-ordinator



The co-ordinator finds out what help they need and puts a shout out to the volunteers in their area via the Facebook page for their area



You see the shout out and offer "I can do that"



The Co-ordinator gives you the details and reminds you to look at the protocol for this



You make sure you know the protocol for the help required



You contact the person to confirm info and timeframes



You complete the task required



Contact Co-ordinator if there are any problems or you need advice